

**Department of Workforce Services
Wasatch North Regional Council Meeting Minutes
Ogden Employment Center
480 27th Street, Ogden
Wednesday, January 7, 2004**

Attendees:

Kathleen Alder
Sally Ball and Mary Williams
Byron Beck
Jacky Bell
Mary Lou Seamons
Commissioner Camille Cain
Pamela Clark (Chair)
Harold Hess
Paul Evans
Steven Hoellein
Commissioner Carol Page
Brent Petersen
David Peterson
John Petroff
Cecil Robinson
Bart Smith
Tommy Smith
Scott Sneddon
Julie Snowball
Karen Thurber
Jan Zogmaister

Computer Software Solutions
Utah Public Employees Association
Browning, Morgan County
Chromalox
Davis County School District
Weber County Commissioner
Executive Director, Family Support Center of Ogden
State of Utah, Department of Workforce Services
South Davis Community Hospital
Felt Auto Parts
Davis County Commission
Davis Applied Technology College
Ogden-Weber Applied Technology College
J.P.'s #1 American Car Care
State of Utah, Division of Youth Corrections
Morgan County Council
State of Utah, Division of Rehabilitation
Clearfield Job Corp
Weber State University
Neighborhood Development Division
National Battery Sales

Excused:

Sharon Anderson
Larry Facer
Joree Felker
Brenda Giannopoulos
Colleen Gudreau
Mike Hadley
Frank Maughan
Toni Ure
Cara Winther

Family Connection Center
Plumbers Local 348
Herm Hughes
Kimberly-Clark
Hill Air Force Base
Wells Fargo Bank
DRMW Development, Inc.
Nutraceuticals Company
Jetway

Department of Workforce Services Staff:

Doyle Christensen
Jean Fisher
Susan Hill
Anthony Kelly
Troy Hansen
Chris Mayne
Debra Nordfeldt
Greg Paras
Carrie Peterson
Melisa Stark

Administrative Services Manager
Clearfield Area Manager
Regional Council Liaison
Ogden EC Business Consultant
Roy EC Business Consultant
Regional Program Specialist
South Davis Business Consultant
Roy Employment Center Manager
Executive Secretary
Business Services Program Specialist

The meeting was called to order at 7:40 a.m.

1. Welcome

Pamela Clark, Regional Council Chair, welcomed all Council members, and Department of Workforce Services (DWS) staff to the meeting.

It was announced that Sharon Anderson would be serving as a new council member. She will represent the Family Connection Center.

Mary Williams was introduced to the group. She will replace Sally Ball as the Utah Public Employees Association (UPEA) representative on the Council.

2. Consent Calendar Action Items

Pamela called for a motion to approve the minutes from the August 6, 2003 Wasatch North Regional Council meeting.

- **Action:** Steve Hoellein made the motion, Commissioner Carol Page seconded, and the Council unanimously approved the meeting minutes.

3. Task Force Reports

A. Training and Marketing Task Force Report

Brent Petersen, Training and Marketing Task Force Chair, provided updated information regarding the following training issues.

- All of the work tied to the TANF Reserve Account contracts has been completed.
- The Letters of Agreement between DWS and their agencies/educational entities have expired. The Task Force is working on renewing the training agreements.
- Melisa Stark reported on the regional activities that were conducted during September 2003.
 - \$1,000 from the Council budget was used to support the Employer Awards Celebration that was held at the Clearfield Job Corp on September 18. The focus of the celebration was to present awards to local employers and to meet local companies offering products and services to help create employee rewards, incentives, and motivation programs. There was no cost to attend.
 - Health Corporation of America (HCA) has funding to pay for a nurse-training program that will be offered at Salt Lake Community College. The DATC and Weber State University will be contacted to offer additional funding to train nurse. Most of the money will be provided by HCA.
 - The Employer Summit was also conducted during the month of September.
- Chris Terry, of America First Credit Union, is a new member of the Task Force. Brent will be working with Harold to recruit Chris as a Wasatch North Regional Council member.
- The Task Force is working with DWS staff to establish a program to target non-traditional careers for about 20 women who are interested in obtaining employment in the construction track, including careers in plumbing, electrical, carpentry, and cabinet making.
- The Task Force will be working with the Chambers of Commerce in an effort to market the DWS services and programs.

- The next Task Force meeting will be held Wednesday, February 11, 2004 at the DATC in the Boardroom at 11:00 a.m. (lunch will be provided). The VICA Awards Ceremonies and competitions will occur all day long on that date at the DATC.

***Action:** Commissioner Carol Page made the motion to vote to approve the Training and Marketing Task Force report. Jan Zogmaister seconded the motion, and the Council unanimously approved the report.

Pamela Clark thanked Brent Petersen for his report and the Task Force members for the work they are completing for the Council.

B. Inventory Partnerships Task Force Report

Karen Thurber, Inventory Partnerships Task Force Chair, provided the final report concerning partnership issues.

The Task Force members met on September 25, 2003. A discussion was held as the group had completed their original goals and needed to gather input as to what direction the Task Force should take. The action item from the meeting asked for Koral Vasquez, Ogden EC Manager, to inquire the DWS supervisors and staff to determine if the Task Force could provide additional support. Based on this input, the Task Force made the decision to recommend to the full Council that the Inventory and Partnerships Task Force be disbanded.

Karen commented that the Task Force members could identify new goals for the Task Force to accomplish at the Strategic Planning Session for 2004.

Harold Hess reported that the Food and Nutrition Services (FNS) federal auditor had stated in the exit meeting that there were no findings with the food stamp audit for the Ogden Employment Center. The auditor told the DWS staff that he had not found another city that had connected with the community as well, and educated the community of the DWS programs and services that are available.

Karen informed the Council that the Utah Cares website would be conducting an open house to inform the "faith" organizations of the DWS mainstream services.

Steve Hoellein commented that the Council has worked diligently to inform the public of the DWS programs that are available. He stated that he feels that the Council needs to identify who they need to market the DWS services to and move forward. He would like to see the existing programs to be utilized by informing the community of the available services.

***Action:** Jan Zogmaister made a motion to approve the Wasatch North Regional Council's disbandment of the Inventory Partnership Task Force. John Petroff seconded the motion, and the Council unanimously approved the motion.

4. State and Regional Youth Council Reports

A. Youth Council Report

Jan Zogmaister provided updated information concerning the Regional Youth Council and State Youth Council issues.

- The minutes from the past Regional Youth Council meetings were included in the meeting packets. The Council members were directed to the minutes to give them a snapshot of the data of that had been reported. Jan explained that it had taken much work and a great deal of effort on behalf of Chris Mayne, of DWS, and Becky Tierney-Hunt, of Futures Through Training (FTT), to obtain the reports.
- The State has released the year-end WIA report and all of the requirements for WIA Youth Services, both statewide and for the Wasatch North Region have been met.
- A seminar was provided on the transition to adult living, which was directed to youth living in foster care. Jan noted that she was very impressed with the seminar that was directed towards many of the youth who are receiving the WIA training services.
- Currently, FTT is serving 100 youth with the WIA Youth Services contract.
- DWS will be working with the Department of Family Services to continue to work to serve the youth residing in foster care programs and the youth who are leaving the foster care situations to help them address their barriers and meet the goals that they have set for themselves.
- Jan asked the Council members to read the "Youth Honored" information from the Council of Councils Conference conducted in October of 2003.
- FTT staff is now recruiting for "out of school" youth. A recommendation was made to identify a contact person in each school district (Davis County, Weber County, and Ogden City) who works with "out of school" youth. This would help direct the youth who meet the eligibility determination to the program.

B. Workforce Investment Act (WIA) Request for Proposal

Jan provided the Council with an update on the WIA Youth RFP process.

- The State is striving to complete the Request for Proposal (RFP) for the WIA Youth Services. However, the reauthorization has been stalled due to the fact that there are discrepancies between the Senate and the House versions of the bill. The RFP's cannot be announced until the federal reauthorization is made final.
- The Council will have through October 2004 to release the RFP.
- She reported that the members of the WIA Request for Proposal (RFP) Committee met November 10, 2003 to review all of the boilerplate documents provided by the DWS Contract Unit. The purpose of the meeting was to customize the RFP to meet the needs of the youth in Weber, Morgan, and Davis Counties while meeting the State guidelines.
- The RFP Committee will consist of both selected DWS staff and Wasatch North Regional Council members. The Regional Youth Council will act on the recommendation of the RFP Committee and inform the Regional Council of their recommendation for the selection of the contractor to provide the WIA youth services based on their ability to meet the State guidelines. The Regional Council will be required to vote to confirm the Youth Council's recommendation prior to their recommendation being presented to the State Youth Council, who will be required to confirm the region's recommendation and make the contract recommendation to the State Council. The State Council will provide the final approval of the WIA Youth Provider selection.

***Action:** Kathleen Alder made the motion to vote to approve the Youth Council report. Scott Sneddon seconded the motion, and the Council unanimously approved the report.

5. **Vendor Application Approval**

Based on the request of the Wasatch North Regional Council's Executive Board, Melisa Stark, DWS Program Specialist, developed a checklist to be used for each vendor application to simplify the process of approval/denial.

The checklists that were completed on three new vendor applications were distributed to the Council members for approval/denial. The Council agreed to vote on each of the vendors individually.

Melisa then provided the Council members with an overview of three vendor applications and a vote was taken on each training provider.

(1) C.N.A. Education Services, Inc., Nursing Education Center – Ogden

The center has been in business for one year. The C.N.A. training program tuition costs \$300.00 plus \$38.00 for books and \$25.00 for CPR training. They have an 82% placement rate and the completion rate is 95%. Their State of Utah testing passing rate is 99%.

A discussion ensued addressing the need to determine if the participants were hired in C.N.A. positions.

Paul Evans, of South Davis Community Hospital, reported that the C.N.A. positions are in very high demand. Therefore, based on the need for C.N.A.s in the community, the students who completed the program were most likely hired by hospitals.

Karen Thurber recommended that the Council make a motion to acquire more complete data as to the percentage of individuals who completed the training and obtained unsubsidized employment due to the fact that the total placement rate was only 82%.

Melisa explained that the State Council only requires the total placement rate for the vendorship approval.

Pam Clark responded that the Executive Board had a similar conversation in their meeting. As a result, they asked for more specific information in the form of the check sheets that were used for the vendor applications.

Greg Paras, Roy E.C. Manager, informed the Council that based on the current labor market, C.N.A.s are an occupation that in very high demand, and encouraged the Council to move forward in approving the vendorship.

Commissioner Camille Cain provided additional comments, as she knew two people who participated in the program were placed in C.N.A. positions. She explained that it was her understanding that the program did place the students in C.N.A. positions. She also noted that her impression is that the training vendorship is functioning very well.

***Action:** John Petroff made a motion to approve the vendorship, with the recommendation that Lesnie Foster provide a follow-up report with clarification on the number of students who were actually placed in C.N.A. positions. Paul Evans seconded the motion, and the Council unanimously approved the C.N.A. Education Services, Inc, Nursing Education Center's vendorship application.

(2) Manpower, Inc.

The corporation has been in business for 53 years and provided the training for the following careers: Office Assistant/Executive Assistant and Contact Center/Customer Service. The training programs are supplemented with job readiness, quality, and job search outreach training as appropriate. The Office/Executive Assistant and the Contact Center/Customer Service programs compare their completion rates to Tech Reach participants who complete at over 85%. The wage rate for Office/Executive Assistant is \$8.60 - \$10.60 per hour and the wage rate for the Contact Center/Customer Service is \$11.00 - \$14.10 per hour. Manpower is making efforts to expand the national partnership they have with DWS. Manpower has helped DWS by providing internships. This encourages employer usage of DWS.

***Action:** Commissioner Carol Page made the motion to approve the vendor application for Manpower, Inc. Kathleen Alder seconded the motion, and the Council unanimously approved the motion.

(3) Flight Training International, Inc – Denver, Colorado

The program has been in business for 11 years. They provide a 737-200 Type rating and the cost of the program is \$5, 995.00 (including books and examiner fees). The program completion rate is 100% and reported employment is approximately 50%. Beginning pay for airline first officers is \$45.00 per hour. The program entails two weeks on training in Denver and is completed with two weeks of home study. The training is directed those who maintain the current pilots license.

Chris Mayne, DWS Program Specialist, reported that the training could be offered to unemployed pilots, who were seeking gainful employment.

Melisa commented that the training could serve as a resource for veterans who want to fly commercially.

Steve Hoellein asked if the veterans would already have access to training services.

Jean Fisher, Clearfield E.C. Manager, responded that the veterans would not qualify for training services unless they only had participated in the training benefit program. In order to participate in the program, the veterans would have had to contribute into the training program to have their training dollars matched and to be eligible for the training benefits.

The Council members asked about the final cost of the programs.

The program is \$995 dollars above the training cap, which would require the DWS managers to approve the training before the DWS customer could be directed to the training vendor.

Chris Mayne explained all DWS customers who qualify training services must be Utah residents. And, all DWS customers who are applying for training programs are provided with DWS help to determine their financial need as well as the availability to other avenues of training such as Pell grants.

***Action:** John Petroff made the motion to approve Flight Training International as a vendor. Scott Sneddon seconded the motion, and the Council unanimously approved the motion.

Melisa explained that after the vendorships are approved by the Regional Council; the vendorships will need to be presented to the State Council for completion of the approval process.

6. State Council Meeting Update

Pamela Clark provided an overview of the highlights from the State Council meeting. She reported the following:

- The State Council meeting was conducted at the University Park Hotel in Salt Lake City on October 9th and 10th of 2003.
- Raylene Ireland attended the meeting and reported that Governor Olene Walker would continue with the 1000-Day Plan. It was announced that Utah has taken first place with the Best of the Web Award for the DWS jobs.utah.gov site.
- Sarah Brenna, DWS Legislative Research Director, gave an update on the TANF and WIA funding streams that are under continuing resolution.
- The Work/Life Awards Nominations for family friendly companies were accepted through October 10th.
- Jane Reister - Conrad is the newly elected chair of the Regional Council Committee, replacing Keith Gillins.

Pam referred the Council members to the Summary of Highlights and Actions Taken by the State Council included in the meeting packets for additional information.

7. Regional Director's Report

Harold Hess, DWS North Region Director, was provided with an opportunity to comment on Departmental issues. He reported on the following information:

- James Whittaker has been appointed as the new Deputy Director for the Department.
- Jon Pierpont has been selected to fill the Regional Director position for the Central Region.
- The TANF Reserve Account contracts were successful and helped DWS customers become gainfully employed.
- The North Region leads the state with a Food Stamp Accuracy rate of 96.41%. The results of the federal audit regarding food stamp accessibility were very positive.
- Changes have been made to support the continued improvement in the accuracy rate. Harold commended the North Region staff for their work in successfully improving the Food Stamp accuracy rate.
- The Department will provide staff training on the Employment Counseling editing process.

- The WIA and Child Care edit results will be addressed.
- An auditing process has been designed by the Department to avoid future sanctions.

Harold noted that the Committee work that is being done by the Council is very critical and the planning session will help the Council members identify the needs of what needs to be addressed in the future.

Harold thanked the Council members for all of their good work and support for the Wasatch North Regional Council. He noted that he appreciates all of the time and effort put forth by the council members.

Harold reported that he is very proud of the direction being taken by the DWS staff. He also commented that he is happy with the progress being made by the North Region's Management Team. He is also pleased with the work being done by the Wasatch North Regional Council. He thanked the Council members for their continued support and good work.

8. 2004 Strategic Planning Session

Pamela Clark asked the Council members to plan to attend the March 10, 2004 Planning Session from 8:30 a.m. until noon. The Eccles Conference Center is being considered as the location for the meeting. Susan Hill will notify the Council members of the decision made on the location of the planning session. Pam Gardiol will act as the facilitator for the session.

Pam asked the Council members if they felt that last years planning session had been productive/successful.

Steve Hoellein commented that that the Council members got started with their goals but they did not focus enough on measures to fully complete the session.

The Council members responded that they agreed that they could move forward with the goals from last year at the strategic planning session for 2004.

Karen Thurber asked for a progress report on the strategic planning session goals made for 2003. She proposed giving the information to the Council members prior to the planning session to allow them to attend the session prepared to make their recommendations.

Paul Evans asked for a progress report on the goals that were accomplished during the year.

9. Unassigned Task Force Members

Pamela Clark notified the members who are not assigned to a task force, or members who would like to change membership to a different task force, that they will have an opportunity to make a selection at or directly following the Strategic Planning Session.

10. Other Business

Harold reported that the DWS Customer Satisfaction Survey was included in the meeting packets. He explained that a tremendous area of interest/focus for the Department has been the results of customers completed surveys. On a positive note, the North Region had surpassed the State's overall satisfaction score. And the North Region has achieved a rating

of 4.2%, which means that the DWS customers are happy with the DWS services that they are receiving.

Greg Paras introduced Anthony Kelly as the new Business Consultant for the Roy EC, and Troy Hansen, as the new Business Consultant for the Ogden EC.

Karen Thurber asked about the availability of additional TANF Reserve Account funding. Harold responded that at this time no additional TANF Reserve Account funds would be available.

11. Public Comment

No general public representatives or non-members of the Regional Council attended the meeting.

12. Adjourn

The meeting was adjourned at 9:00 a.m.

The next full Council Meeting will be the 2004 Strategic Planning Session:

Date: March 10, 2004

Time: 8:30 a.m.

Location: TBD

*The Mission of the Wasatch North Regional Council
is to facilitate the development of a prepared workforce
that matches needs of employers and needs of the community.*